



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

December 16, 2009

Doug Padgett, President
Mountain View Child Care, Inc. dba Totally Kids
1720 Mountain View Ave
Loma Linda, CA 92354

Dear Mr. Padgett:

RE: **FINAL MONITORING VISIT REPORT** for Mt. View Child Care – ET08-0253

Date of the Visit:	9/28/09
Beginning/Ending Time:	1:30 pm – 4:30 pm
Date of Last Visit:	7/29/08
Visit Location:	Loma Linda, CA
Persons in attendance:	Larry Meissner, Director of Human Resources and Corporate Services, Totally Kids Loma Linda; Rey Mangabat, Education Coordinator, Totally Kids Sun Valley; Christina Miller, Admissions Education Coordinator, Totally Kids Loma Linda; Ryan Swier, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	11/12/07-11/11/09	Agreement Amount:	\$499,392
Training Start Date:	11/12/07	No. to Retain:	408
Date Training must be Completed:	8/11/09	Range of Hours:	24-200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	68

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ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed on 12/7/07 and training began on 11/12/07. Your staff reported that all training was completed on 8/13/09 which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 11/11/09.

INTERVIEW WITH THE CONTRACTOR

The Contractor reported that ETP-funded training has increased employee's skills in continuous improvement, business, commercial, advanced technology and computer skills. The contractor stated that the majority of training was conducted by in-house trainers and the skills learned translated into better quality overall. Mountain View Child Care, Inc. dba Totally kids had no barriers in implementing the ETP project however did find the ETP tracking system slow during the day when inputting records.

PROJECT STATUS

Trainees Started Training:	322
Trainees Enrolled:	546
Dropped Following Enrollment:	195
Completed Minimum Training Hours:	318
Completed Training:	318
Completed Retention:	318*

**None of the 318 trainees have been verified by ETP as completing retention until Progress Payment 2 and Final payment are completed.*

The chart below lists the training hours provided to the 322 trainees tracked on-line who reached the specified benchmarks:

NUMBER OF TRAINEES: 106 IN JOB 1	HOURS COMPLETED	PERCENTAGE OF TOTAL ENROLLED
19	24-50	18%
39	51-100	37%
25	101-150	23%
23	151-200	22%

NUMBER OF TRAINEES: 216 IN JOB 2	HOURS COMPLETED	PERCENTAGE OF TOTAL ENROLLED
4	>24	2%
39	24-50	18%
70	51-100	32%
61	101-150	28%
42	151-200	20%

As of the date of the Monitoring report, the Contractor's statistics showed that 318 trainees had completed a minimum of 24 hours of training to qualify for

reimbursement. Mr. Swier explained to the contractor that the per trainee reimbursement for class/lab training is based on the total number of training hours completed by each trainee, provided the minimum 24 hours of training and no more than the maximum 200 hours of training are completed, and all other Agreement terms and conditions are met.

The aforementioned 318 retrainees were provided a total of 31,752 hours of Class/Lab and Advanced Technology training. Therefore, Totally Kids can potentially earn \$499,392 in reimbursement (100 percent of encumbered funds), if all Agreement terms and conditions are met. As of the date of this report the Pacific Totally Kids has received \$377,365.75 of which of which \$0 is considered earned and approved by ETP.

ATTENDANCE ROSTERS:

During the Monitoring Visit, Mr. Swier randomly selected the attendance records of six enrolled trainees. The review of the records revealed that the trainees had completed 50 to 129.75 hours of class/lab training. The review sample consisted of original daily class/lab attendance rosters for training provided from January 8, 2008 through August 3, 2009. Mr. Swier compared the information in the ETP on-line class/lab tracking system with the attendance rosters to ensure that the information was consistent.

The review of the completed rosters revealed that the information on the rosters was not in accordance with Title 22, California Code of Regulations, Section 4442, Record Keeping and not consistent with information in the ETP on-line tracking report. Job 1 had multiple over trainer to trainee ratio for advanced technology classes and job 2 had multiple duplicate entries. Mr. Swier required the contractor conduct a 100% audit on all records and make corrections. During Totally Kids internal audit it was discovered that the ETP online tracking system had malfunctioned and created duplicated entries for job 2 trainees. ETP's IT unit corrected these errors on December 14, 2009. Mr. Meissner confirmed to Mr. Swier that all online tracking errors were corrected also on 12/14/09. Mr. Swier informed the contractor to submit final invoices.

AUDIT:

Mountain View Child Care, Inc. dba Totally Kids will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

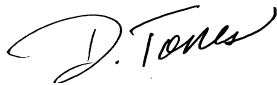
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information contained in this letter, please contact Ryan Swier at (619) 686-1902, or e-mail him at rswier@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Ryan Swier, Contract Analyst
San Diego Regional Office

cc: Larry Meissner
Ray Anderson
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File